

Council Performance & Budget Summary

May 2014

The monthly performance summary outlines trends in information the Council uses to monitor and manage service delivery. Where relevant, it includes performance against targets set for the relevant period.

Overview

G	Budget – -0.16%
A	Performance Indicators

Appendices

- A. Planning Update
- B. Customer Services Update
- C. Appraisals Update
- D. Schools and Coaches Task & Finish Action Tracker
- E. Assets of Community Value Update

Commentary

The table below is provided for indicators where there has been significant change in performance and provides more detailed explanation for the performance levels and any action the Council is taking to improve performance where it is off track.

	Measure	Comments
R	Number of households in temporary accommodation + Average time in temporary accommodation (weeks)	<p>The number of homeless applications continues to be high. There were 43 approaches to the housing department in May. However, following homeless prevention work by the team, only 20 of these became homeless applications.</p> <p>This coupled with the number of households requesting a review of their homeless decision means that the pressure on temporary accommodation remains high. The high number of households in temporary accommodation impacts on the average length of stay.</p> <p>Further temporary accommodation will be provided by 4 studio units which will be available later in the year. 9 properties used for temporary accommodation are currently vacant and undergoing works prior to new occupants moving in.</p>

	Measure	Comments
R	Graffiti and fly-tipping calls	<p>The number of fly tipping and graffiti incidents for May has decreased compared to the previous month but remains high. Of the 51 reports, 2 are for graffiti and the rest are fly tips. The 2 graffiti incidents are in-line with the monthly average. Of the fly tips, over half were on rural lanes as reported in April. Unlike April the majority of the fly tips were of a size similar to a car boot load or smaller.</p> <p>The waste management team are working with enforcement officers to try to identify those responsible and prosecute them where applicable. The police are also taking an increased interest in fly tipping and will be recording incidents reported to them and following them up with an inspection. Herts Highways will now be informing local authorities of any fly tips they clear. This will give us more comprehensive information to identify any developing patterns.</p>
R	Days to process Housing Benefit new claims	<p>The increase in processing time is mostly due to reduced staff levels due to one long standing team member recently retiring and staff holidays. Part of the delay is also due to customers not returning documents for verification. We are currently looking for a temporary member of staff to assist until a permanent replacement is recruited. The time to process change of circumstances has remained good.</p>
R	All crime (in month)	<p>This is an external measure of the 'health' of the community. Hertfordshire Constabulary has advised us that Her Majesty's Inspectorate of Constabulary (HMIC) recently reviewed its crime recording methods, which may account for the increase, but there are no major events or issues they are aware of.</p>
A	Overall % of planning decisions within time	<p>68% of decisions were made in time. The number of planning applications received during the first five months of the calendar year (1 Jan to 31 May) is 10% more than for 2013-2014. This increase has been handled within the existing staff resource.</p> <p>The increase in permitted development and prior approval applications has also had an impact on the time taken to process planning applications. Between 30 May 2013 and 8 May 2014, 147 prior approval applications were received.</p> <p>100% of decisions on major applications were made within time for April and May. The government's focus is delivering major applications which contribute towards economic growth.</p> <p>There have been difficulties with retention, recruitment and selection of staff over the last 6 months and two</p>

	Measure	Comments
		<p>experienced planners are on maternity leave. Cabinet agreed in February and March 2014 to create permanent posts to contribute towards a stable staff resource. These posts are being recruited to. Some have been filled by internal promotion of staff, recognising and developing the existing talent within the Council.</p> <p>However, the on-going recruitment process requires significant management time and has had an impact on performance. Measures are in place to improve the number of decisions made within the target time. These include:</p> <ul style="list-style-type: none"> • The use of Brian Barber Associates (who often act for the Council on appeals) to process 100 householder planning applications • The retention of Simon Rowberry to complete the Planning reviews and assist with some of the major planning applications
A	Rent arrears of current tenants as a percentage of rent due	The rent arrears show an increase because of the direct debit cycle. Tenants who pay by direct debit can have an 'artificial arrears' due to the timing of their payments. If direct debit arrears were not included the arrears would have been 2.5%.
A	% of households with missed waste collections	<p>The percentage of households with a missed collection for May is 0.14%. This is where the household has presented their waste correctly, but the crew has not collected it. The majority of missed collections are from recycling, rather than refuse. This is because the recycling collection is more complex for crews e.g. it involves a number of boxes, there are multiple instructions about the contents of different boxes and the green bin.</p> <p>Amey (our contractor) are due to start using an in-cab system from mid-June. This means that the crews will provide real time feedback on the progress of their round. Customer contact staff will be better able to explain to residents why their waste was not collected or if the crew have yet to collect from their road. This is expected to reduce the number of missed collections because the information is available immediately and directly from the crews.</p> <p>Although the percentage for May is higher than previous months it is below the monthly target we set for the contractor and represents less than 100 missed collections.</p>
A	Anti social behaviour incidents (in month)	See comments on 'all crime'. The increase in anti social behaviour contributes to the overall increase in the crime figures.

Key

The performance information is colour coded associated to the target or trend. For indicators with a target – Green is where a target is achieved, Amber is up to 10% worse than target and Red is worse than 10% from target. For indicators with trend analysis – Green highlights best performance and Red the worst performance.

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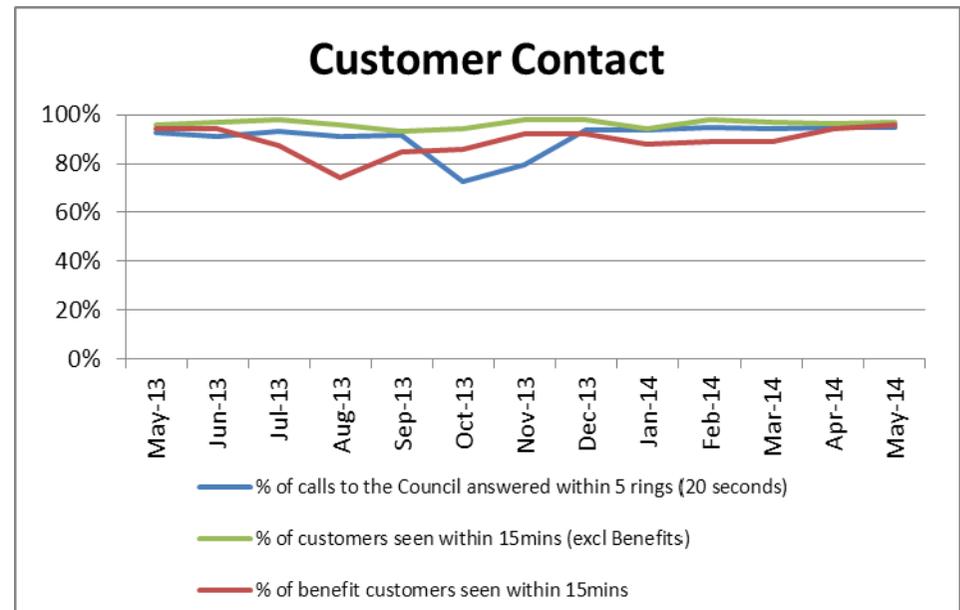
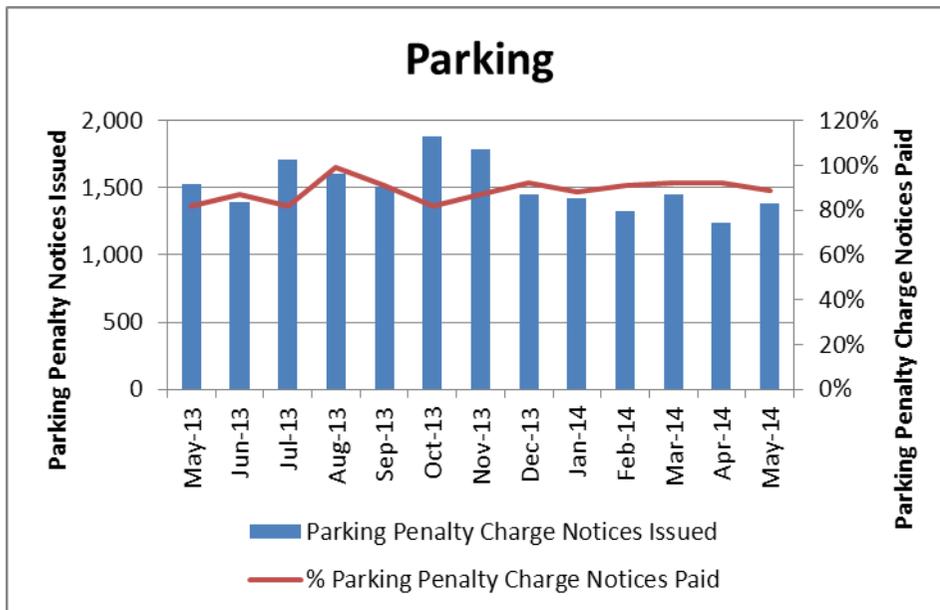
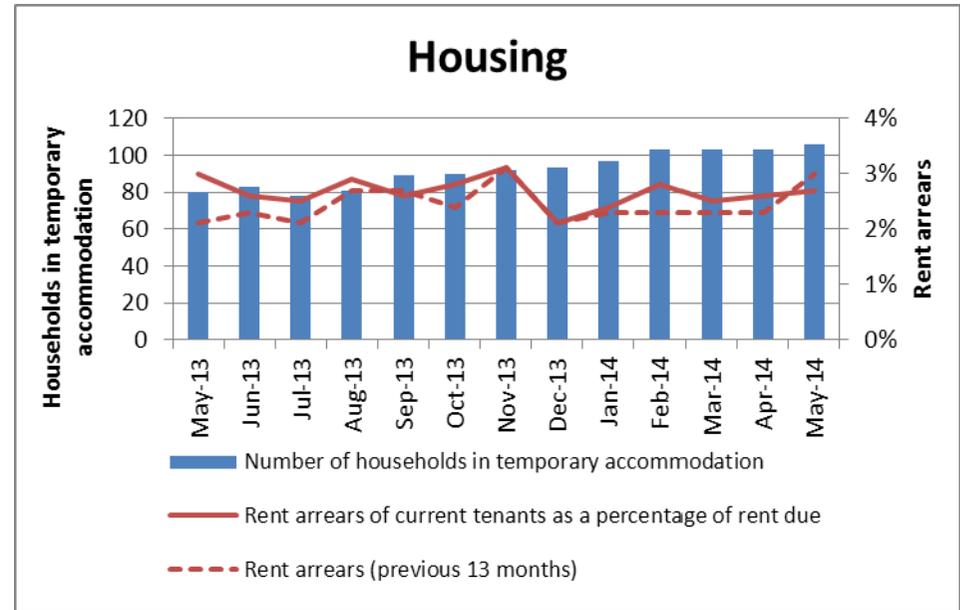
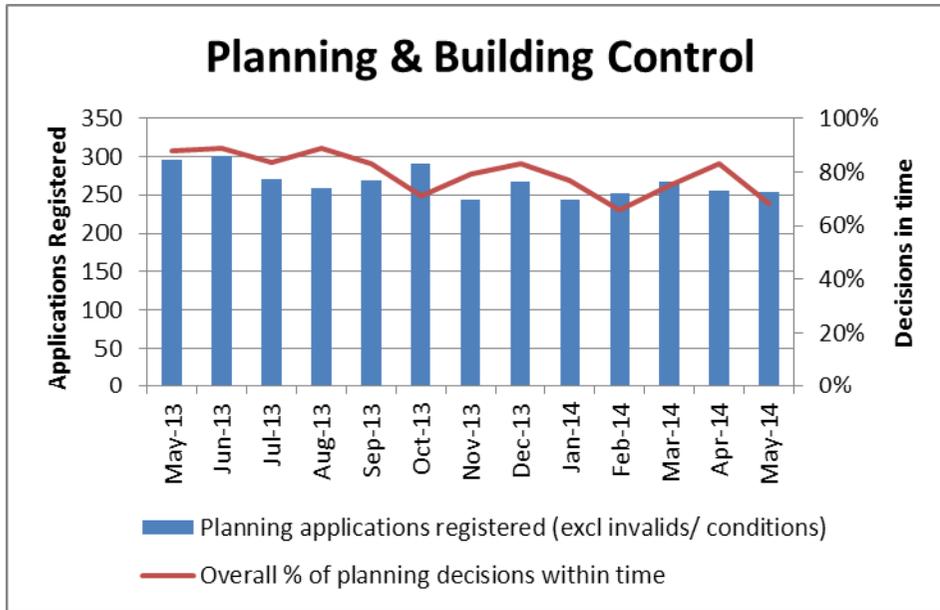
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	Bigger or Smaller is Better	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	TARGET		
Finance	Forecast budget variance at the year end (General fund for year in question)	Smaller	0.0%	-1.6%	-1.0%	-0.9%	0.0%	0.15%	-0.08%	-0.87%	-0.1%	0.0%	0.0%	0.0%	-0.16%	0%	
Housing	Average time to re let dwellings (excluding sheltered and temporary accommodation changes) (Days)	Smaller	21.3	24.5	16.9	17.5	24.8	18	17.2	17	24	20	17	21	20	21	
	% of rent loss due to voids	Smaller	1.55%	1.53%	1.53%	1.53%	1.55%	1.57%	1.56%	1.55%	1.56%	1.55%	1.28%	1.06%	1.05%	Trend	
	Rent arrears of current tenants as a percentage of rent due (targets updated for 2014-15)	Smaller	3.0%	2.6%	2.5%	2.9%	2.6%	2.8%	3.1%	2.1%	2.4%	2.8%	2.5%	2.6%	2.7%	2.5%^	
	Number of households in temporary accommodation	Smaller	80	83	78	81	89	90	92	93	97	103	103	103	106	Trend	
	Average time in temporary accommodation (weeks)	Smaller	16.0	17	17	17.1	15.6	14.7	16.0	18.8	19.5	19	19	22	23	Trend	
	% of repairs completed on time	Bigger	99.8%	99%	99.2%	99.2%	99%	98%	98.2%	98.7%	98.7%	99.4%	99.3%	99.3%	96.0%	99.9%	98%
	Housing repairs satisfaction	Bigger	99.3%	99.5%	99.4%	97.8%	97.9%	98.9%	98.7%	97.1%	98.2%	98.8%	98.9%	99.7%	99.3%	90%	
	Total number of households in receipt of Housing Benefit and/or Council Tax support	Smaller	New indicator	7,550	7,490	Trend											
	Days to process Housing Benefit new claims	Smaller	New indicator	New indicator	New indicator	New indicator	41.73	54.28	39.06	33.1	27.56	26.2	32.95	25.85	29.7	24	
	Days to process Housing Benefit change in circumstances	Smaller	New indicator	New indicator	New indicator	New indicator	20.57	15.79	14.74	9.64	6.31	2.2	7.76	6.13	6.77	11	
	% of benefit customers seen within 15mins	Bigger	94%	94%	88%	74%	85%	86%	92%	92%	88%	89%	89%	94%	96%	70%	
Planning & Building Control	All planning applications received		240	360	317	259	261	298	260	284	272	277	326	345	311		
	Planning applications registered (excl invalids/ conditions)		296	300	270	258	269	290	243	267	243	252	267	256	253		
	Overall % of planning decisions within time	Bigger	88%	89%	84%	89%	83%	71%	79%	83%	77%	66%	75%	83%	68%	75%	
Regulatory	Parking Penalty Charge Notices Issued	Smaller	1,530	1,395	1,710	1,607	1,507	1,886	1,784	1,454	1,425	1,323	1,448	1,236	1,387	Trend	
	% Parking Penalty Charge Notices Paid	Bigger	82%	87%	82%	99%	91%	82%	87%	92%	88%	91%	92%	92%	89%	70%	
Community Services	Graffiti and Fly-tipping Calls	Smaller	20	23	22	26	26	33	23	27	36	27	40	54	51	Trend	
	% of households with missed waste collections	Smaller	0.09%	0.14%	0.15%	0.17%	0.15%	0.19%	0.17%	0.15%	0.12%	0.09%	0.19%	0.11%	0.14%	Trend	
	Visits to Tourist Information Centre and www.enjoystalbans.com	Bigger	16,617	21,032	25,546	35,212	28,663	30,762	48,578	33,929	20,319	20,298	25,720	28,231	33,534	Year-on-year Trend	
	Museums Visits	Bigger	12,494	18,798	15,779	16,600	16,645	17,007	16,453	11,133	7,878	13,099	15,194	11,457	12,504	Year-on-year Trend	
Customer Services	% of calls to the Council answered within 5 rings (20 seconds)	Bigger	92.6%	91.2%	93.2%	91.2%	91.4%	72.5%	79.5%	93.9%	93.6%	94.7%	94.0%	94.9%	94.9%	80%	
	% of customers seen within 15mins (excl Benefits)	Bigger	96%	97%	98%	96%	93%	94%	98%	98%	94%	98%	97%	97%	97%	80%	
External	Claimant Count (% Proportion of Population)	Smaller	1.6%	1.5%	1.5%	1.5%	1.4%	1.3%	1.2%	1.2%	1.2%	1.2%	1.2%	1.1%	1.1%	Trend	
	New Jobs	Bigger	1,213	1,654	1,688	1,429	1,346	1,440	1,298	970	1,439	1,364	1,181	991	1,196	Trend	
	All Crime (in month)	Smaller	427	453	477	470	438	483	466	404	404	495	529	483	520	Trend	
	Anti Social Behaviour Incidents (in month)	Smaller	219	227	296	260	203	212	189	140	146	137	212	226	221	Trend	

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May 2014



Strategic Local Plan (SLP)

The Planning Policy Committee (PPC) in May received the initial results of evaluation of the eight Strategic Sub Areas in SKM's Independent Green Belt Review.

The evaluation was undertaken using PPC's agreed framework, addressing economic, social and environmental factors. Feedback from members and stakeholders was requested at the May meeting to assist in finalising the work. The final report will be brought to PPC's meeting on 3 July 2014.

Detailed Local Plan (DLP)

The DLP will contain the Site Allocations and Development Management Policies for the District, to support the strategic vision and objectives set out in the SLP. Work on the DLP is starting whilst the SLP is progressing. Engagement workshops will be held on 7, 8 and 9 July 2014 to facilitate early discussions with Town/Parish Councils, Residents' Associations and other relevant local interest groups.

A Project Brief, setting out the issues the DLP will need to address, has been prepared for consideration at PPC on 19 June. This will provide the basis for the workshop discussions.

Local Development Scheme (LDS)

An update of the LDS will be considered by PPC on 19 June. The LDS sets out a timetable for the production of the Local Plan and, once agreed, will be published on the Council's website.

Community Infrastructure Levy (CIL)

A report is due for consideration by PPC on 19 June, on the responses received to the informal consultation on the CIL Preliminary Draft Charging Schedule. The report also seeks agreement for the publication of the proposed CIL timetable, which will run in parallel with the SLP.

Neighbourhood Plan Area Designations

Sandridge Neighbourhood Area was designated at the meeting of Cabinet on 24 April 2014. Following designation, the Council is eligible to apply for a £5,000 grant from the Department for Communities and Local Government (DCLG).

Plaques

Arising from public interest, consideration has been given to creating bespoke guidance on the planning position with regard to commemorative plaques in the District. It has been concluded that the existing policy and legislation provides an appropriate basis on which to manage the issue. As now, future cases will be considered on their merits.

Strategic Planning for Hertfordshire

Planning Officer Society Enterprises, a consultancy, was invited to review the governance structure and working arrangements of the Hertfordshire Infrastructure and Planning Partnership (HIPP) and its various supporting officer groups. This was in order to assess what would be required to enable it to act as a strategic planning board for Hertfordshire. The objective was to ensure that HIPP is fit for purpose to meet the challenges arising from the *duty to cooperate* and to enable it to work collectively to take forward the work on developing a *strategic planning framework*.

The recommendations of the review will be used by HIPP to take forward proposals for a *strategic planning framework* for Hertfordshire. This will integrate and align strategic spatial, infrastructure and economic priorities.

BRE, Bricket Wood

Planning application 5/2013/0406 for the demolition of existing buildings and construction of up to 100 new dwellings, associated access and facilities, was refused on 10/05/2013 and appealed.

The appeal has been 'called-in' by the Secretary of State for his determination as the appeal involves proposals for significant development in the Green Belt.

Oaklands - Smallford planning application (5/2013/2589)

Following a consultation exercise undertaken in relation to additional information submitted by the applicants, revised comments have been received from the highway authority. These comments require review by the applicant and discussion with the planning department to look at the viability of the scheme. Further comments have also been received from landscape, arboricultural and agricultural land consultants in response to the additional information submitted by the applicant. These need thorough consideration by the case officer and internal consultees. The application will be reported to the Planning Referrals Committee once these matters have been resolved.

Rail Freight

The Appeal is with the Secretary of State to make a final decision following his 'minded to' decision letter dated 20 December 2012.

Councillors will be informed when the final decision is received.

Sewell Park

A planning application for residential development comprising 85 dwellings was refused planning permission by Planning Referrals Committee on 22 April 2014.

Appeals against earlier refusals 5/2013/2713 for 85 dwellings and 5/2011/2857 for 116 houses and 72 bed care home are due to be heard at public inquiry. The inquiry will start on 21 July 2014. Both appeals have been 'called-in' by the Secretary of State for his determination.

HSBC Centre, Bricket Wood

The planning application (5/2013/2119) remains under consideration. Meetings have taken place to discuss viability/affordable housing aspects of the application. The application is scheduled to be reported to the Planning Referrals Committee on 14 July 2014.

Ariston Site

Officers have been pressing HCC for an update on progress with submitting the planning application. We understand that HCC are finalising the highways aspects of the scheme before submitting the application. Discussions on potential Heads of Terms for a S106 Planning Obligation Agreement are well advanced, and include retention of County facilities either on or off site and the potential transfer of the Lower field.

Land r/o North Orbital Road

An outline planning application (5/2013/3383) for 33 dwellings was refused for several reasons. These included being inappropriate development in the green belt, landscaping, parking, unacceptable layout, and no provision for affordable housing. Also there was an absence of measures (Section 106) to mitigate the impact of the development on infrastructure and services.

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Appendix B: Customer Services Update



This is an update on the review of Customer Services. It includes the actions taken so far and next steps.

Background

The Customer Service review has been looking at how to provide an improved service, at a lower cost for residents, businesses and visitors, in:

1. The ways customers contact us and the potential to use more efficient options to better suit our customers' lifestyles and needs.
2. The cost of customer contact across the various access channels. Comparing this data with the SOCITM benchmarks for both public and private sector organisations to assess current value for money for the Council and residents.
3. The arrangements to work with existing contractors to join up our approach to handling customer enquiries.
4. Further local advice and information services that could be provided through the Parish and Town Councils.

Findings – Customers

The work so far has shown that:

- Customers would like the opportunity to access more of our services on line provided there is support for those customers who need help.
- Customers visit the Council Offices because:
 - They value the personal contact.
 - It is convenient.
 - They need to check information that is not available on line such, as account balance information.
- 37% of calls in to the Council are handled by the Customer Contact Centre. 63% of calls are directly dealt with by back office teams including planning and housing.
- Monday and Wednesdays are the most popular days for customers to contact us both face to face and over the telephone. Contact is at its highest levels between 9.30am to 2.30pm on most days.

Findings – Cost and Performance

The current cost of customer contact within Customer Services is £8.60 face to face; and around £4.50 telephone (figure to be confirmed). These figures have been calculated using the Council's data.

Socitm benchmarking data on transactions costs are: £8.62 per face to face visit; £2.83 per phone call and £0.15 per on-line visit.

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Appendix B: Customer Services Update



Assessment of St Albans performance

- **Face to Face:** High performing service with on average 95% of customers being seen within 15 minutes at medium cost (compared to the Socitm benchmarking data) across 7 areas. (These are Housing, Council Tax, Benefits, Payments, Planning, Refuse & Recycling and General Enquires including advice and signposting to partners / agencies).
- **Telephony:** Medium performing service at medium to high cost (compared to the Socitm benchmarking data) across 5 services (Waste, Council Tax, Pest Control, Electoral Services, Switchboard).
- **Digital:** High utilisation across some service areas – especially Planning, Waste, Parking and Council Tax. Lower in others including housing.

End-to-end transactions limited, though take up high when available. 40% increase in users since 2010/11.

Limited customer service advice and information is provided by Parishes, the exception being Harpenden Town Council which has a dedicated customer service resource.

Next steps

1. Obtain baseline channel utilisation and benchmark costs across the whole of the organisation and relevant partners.
2. Initiate a Customer Transformation Programme with three outcomes.
 - a) Establish partnership arrangements to make the customer experience better by streamlining the processes for delivering services.
 - b) Aggressive channel shift where appropriate.
 - c) Develop a more flexible resource model for delivering services to customers that uses staff from front and back office teams and partner organisations. This will require significant organisational change.

The following are the key projects from July through to completion in 2016/17.

Summer 2014	<ul style="list-style-type: none">• The migration of calls for waste, pest control from Council staff, direct to the external contractors.• Implementation of a Payment Kiosk.
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Appendix B: Customer Services Update



Autumn 2014	<ul style="list-style-type: none"> • eBenefits – enhanced on line service for benefit customers. • Landlords Portal – provide social and private landlords with real time access to payment information and the ability to report changes in tenants’ circumstances e.g. rent increases on line.
Winter 2014 / Spring 2015	<ul style="list-style-type: none"> • Citizens Access – similar to on line banking; this will allow council tax payers and businesses to see account information such as balances and any payments due. Customers can opt for on line billing; report changes on line.
Autumn 2014 to Summer 2015	<ul style="list-style-type: none"> • The review of current housing, benefits and planning front/back office calls and transactions.
<p>Winter 2014 – update from Government expected</p> <p>Spring 2015 - planning for implementation</p>	<ul style="list-style-type: none"> • The council, along with the Department for Work and Pensions, will be responsible for the Local Support Services Framework, which is the mechanism for delivery of Universal Credit. This will be online (digital by default), with customers managing their own accounts, with supported transition and assistance where needed.

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Appendix C: Appraisals Update



Appraisal Completion

Department	Number of appraisals expected	Number of meetings held	Signed appraisal received by HR	% appraisals signed-off and sent to HR
CEX Policy & Partnership	19	19	19	100%
Corporate Services (previously HCI)	37	37	37	100%
Heads of Service	6	6	6	100%
Housing	84	84	84	100%
Community Services	74	74	73*	99%
Legal, Democratic & Regulatory	52	52	51*	98%
Planning & Building Control	46	46	46	100%
Finance	37	37	37	100%

Notes:

The above list excludes cases where appraisals were not held due to valid reasons e.g. maternity leave.

*Awaiting signature

Dated: 11 June 2014

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Appendix D: Schools and Coaches Task & Finish Group Action Tracker



Schools & Coaches Task & Finish Group Recommendations

No	Subject	Action Required	Action to be taken by	Progress	Rag Rating
<p>The Community Engagement and Localism Portfolio Holder considered the report from the Schools and Coaches Task & Finish Group and had agreed to take the their recommendations forward as follows;</p> <p>RESOLVED</p> <p>(i) That all of the following recommendations be referred to Cabinet for consideration.</p> <p>(ii) That those recommendations indicated with an asterisk (relating to parking restrictions) be referred also to the Car Parking Working Party with a request that they be afforded the highest priority for action.</p>					

	<i>In general</i>				
1.	Fixed Penalty Notices (FPNs) when drivers leave their engines running.	(iii) That officers investigate and apply to the Secretary of State for authorisation to be able to issue Fixed Penalty Notices (FPNs) when drivers leave their engines running.	GP & CL	Action for Officers (Reg Services)	12/14
2.	Deployment of CEO's at schools.	(iv) That the Civil Enforcement Officers' rota be reviewed and complemented to ensure optimum use of resources which will ensure that enforcement patterns are rotated to different schools effectively.	FM	Action for Officers (Reg services)	8/14

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3.	Sharing good practice in school transport	(v) That regular dialogue between Hertfordshire County Council, schools, residents, District and County Councillors in the District be encouraged in order to share good practice in school transport and to alleviate parking and traffic issues. The possibility of this being a standing committee of the City Neighbourhoods Committee be investigated by officers.	CNC	Chair of City Neighbourhoods Committee to consider, including impact on St Albans Special Expenses (via Joe Maggs, Clerk)	8/14
4.	Section 106 funding.	(vi) That officers ensure that Section 106 funding is secured whenever schools apply for planning permission to extend premises.	Referred to Head of Planning		9/14
5.	Headmaster of St Albans School.	(vii) That the Chief Executive be requested to write to welcome the new Headmaster of St Albans School in September 2014, but also emphasise the importance of school transport to the local community and the urgent need for improved dialogue and co-operation.	Referred to Chief Executives Office	Chief Executive and Leader to meet with new Headmaster to build on recent meeting with the school's Governors. This recommendation to be one of the items on the agenda	9/14
6.	Review coach parking at Westminster Lodge.	(viii) That Council officers review the charge currently levied on school coach operators for parking their vehicles at Westminster Lodge.	FM	Officers to review (Reg) and report back to CPWP	10/14

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<i>In Lattimore Road</i>					
7.	Introduction of coach bays.	(ix) That coaches-only parking bays large enough for 2 to 3 coaches be introduced on Upper Lattimore Road at school drop off and pick up time, to improve traffic flows around Loreto College and that Beaconsfield Road be used for morning drop offs only.*	JC	Included in work programme and progressed by officers and monitored through CPWP	9/14
8.	Additional points of pedestrian access at Loreto College.	(x) That Loreto College be encouraged to create additional points of pedestrian access in Marlborough Gate and Bedford Park Road so that access arrangements are diluted.	Passed on to school by Scrutiny Officer.	Complete	6/14
9.	DYL's at Loreto College.	(xi) That the double yellow lines opposite the main entrance to Loreto College in Upper Lattimore Road be repainted immediately and maintained regularly.*	GP / DS	Officers to action (Regulatory Services)	9/14
<i>In Romeland Area</i>					
10.	Safety audit.	(xii) That a safety audit of the Romeland area be undertaken prior to consulting on a new Traffic Regulation Order (TRO) relating to the Romeland Hill parking bays. The TRO to amend existing conditions so that coach-only parking is enforceable at school drop off and pick up time, term-time only.*	JC / GP	Officers to action and report back to CPWP. Documents sent on to HCC to enable them to complete Safety Audit	Awaiting safety audit report

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11.	Coach parking bay size adjustment.	(xiii) That adjusting the size of the coach parking bay in Romeland Hill be investigated, ensuring that there is no overall reduction in the number of residents' parking spaces by restricting the coaches-only parking to school pick up and drop off time, term time only.*	JC / GP	Officers to action and report back to CPWP	Awaiting safety audit report
12.	Introduction of yellow school keep clear at Abbey Gate.	(xiv) That the introduction of yellow school keep clear markings around the Abbey Gate and outside St Albans School, a Conservation area, be considered.*	JC / GP	Officers to action and report back to CPWP	Awaiting safety audit report
13.	Introduction of no loading and unloading parking restrictions on DYL's.	(xv) That the introduction of no loading and unloading parking restrictions on double yellow lines in the area from a safety perspective be investigated.*	JC / GP	Officers to action and report back to CPWP	Awaiting safety audit report
<i>In Townsend Avenue</i>					
14.	Investigation of extension of parking restrictions.	(xvi) That a possible extension of existing parking restrictions in Townsend Avenue be investigated and that zig-zag road marking be applied either side of the pedestrian crossing.*	JC / GP	Officers to action and report back to CPWP	4/15
<i>In High Oaks</i>					
15.	Installation of double height kerbs.	(xvii) That a proposal be devised for installing double height kerbs on a small section of High Oaks to protect verges near Townsend School (subject to available resources) in conjunction with Hertfordshire County Council.*	GP / HCC	Officers to action and report back to CPWP	10/14

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Appendix D: Schools and Coaches Task & Finish Group Action Tracker



		<i>Coach companies transporting local school children</i>			
16.	Monitoring the behaviour of coach drivers.	(xviii) That the companies should ensure that they monitor the behaviour of their coach drivers to minimise the nuisance to residents from inconsiderate parking, driving at speeds inconsistent with road width or leaving engines running for long periods unnecessarily.	FM	Refer to known coach operators (via a letter)	8/14
17.	Replacement of coach fleets with smaller / lighter buses.	(xix) That all coach operators be encouraged to replace their fleets, as and when appropriate, with smaller / lighter buses rather than continuing with coaches primarily designed to transport long-distance holidaymakers.	FM	Refer to known coach operators (via a letter)	8/14
		<i>Hertfordshire County Council (HCC)</i>			
18.	Improvements in Cathedral quarter and appropriate deployment of vehicles in School travel plans.	(xx) That the County Council be recommended to (a) improve signage, street marking and street lighting (maintaining the ethos of the conservation area) in the Cathedral quarter, particularly in the winter months; (b) work with St Albans School and this Council to keep double decker buses out of the Cathedral quarter; (c) investigate the viability of an overnight bus/coach ban;	JC	Refer to HCC (via a letter) Completed	4/14

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Appendix D: Schools and Coaches Task & Finish Group Action Tracker



		(d) ensure that all school travel plans also include a requirement that vehicles to be deployed shall be the most appropriate available, having regard to the numbers of pupils to be transported and the streets through which they are conveyed.			
	Loreto College				
19.	Staggering of coach arrivals.	(xxi) That the College be recommended to encourage the staggering of coach arrival and departure times and encourage considerate behaviour in coach drivers, including not allowing engines to idle unnecessarily.	JC / FM	Refer to School (via a letter)	8/14
	St Albans School				
20.	Monitoring coaches company and driver management.	(xxii) That the School be encouraged to be vigilant and responsible for monitoring that good driving principles agreed with the coach companies are delivered in practice. (xxiii) That the School investigate the possibility of dilution of school coach numbers arriving outside the School, in discussion with Hertfordshire County Council, the District Council, residents and other stakeholders. (xxiv) That the School discuss the behaviour of some coach drivers with the managing directors of the coach companies used, to make them aware of parking, noise, pollution and safety issues.	JC / FM & engage HCC	See response at 5. above	8/14

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		<p>(xxv) That the School consider using a greater number of smaller mini- and midi-buses as an alternative to the current coach arrangements.</p> <p>(xxvi) That the School be encouraged to appoint a representative of the District Council to its Board of Governors instead of the ceremonial Mayor.</p> <p>(xxvii) That the School be encouraged to engage with the Hertfordshire Safer Routes to School programme to encourage sustainable travel.</p>			
	<i>Townsend School</i>				
21.	Improvement of parent behaviour and improvement of car parking.	<p>(xxviii) That the School be encouraged to take the following action:-</p> <p>(a) continue to encourage parents to park in Toulmin Drive car park so that pupils can walk from there;</p> <p>(b) seek funding to pave the grassed area from Toulmin Drive car park to the school premises so that it is less muddy for pupils, parents and teachers;</p> <p>(c) produce an up-to-date Travel Plan in conjunction with Hertfordshire County Council;</p> <p>(d) investigate improving its entrance to extend the existing carriage</p>	JC / FM & engage HCC	Refer to School (via a letter)	8/14

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		driveway (e.g. by removing the garden area to allow greater coach access).			
	<i>The Police</i>				
22.	Support for CEO's.	(xxviii) That Civil Enforcement Officers be supported by the Police to ensure that parking restrictions are enforced and action taken around schools in the District at school drop off and pick up times.	FM / DS	Officers to set up meeting with Police / make contact to discuss how this could work	10/14

Officers: JC - John Charlton; FM – Freddie Mohammed; DS - Dagna Sienkiewicz; GP – Gary Payne; CL - Candice Luper.

Last updated 11th June 2014

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Appendix E: Assets of Community Value Update



Community Right to Bid - Nominated Assets of Community Value Schedule of Decisions (May 2014)

6 further nominations have been considered by the Property & Asset Manager has considered, in consultation with Cllr Read (Portfolio Holder). The decision and the reasons for the decision are given in the table below.

Ref	Asset name	Nominated by	PH Approval & Date of Final Decision	Reasons for decision
13-01	Napsbury Fields – (Registered as land on the East side of Napsbury Lane, St Albans)	Whitcroft and Meadowcroft Residents Association	Unsuccessful 06.03.14	The land is fenced with access points only at the public footpath intersections. There are notices at all of the access points advising the public that the land is private and that they should keep to the footpaths. There is no evidence that this land has been legitimately used to further the social wellbeing or interests of the community, save for the use of the public footpaths. Rialto Homes are opposed to public use of the site so there is no realistic expectation that any public use will be granted over and above that which exists along the public footpaths.
13-10	Jessamine Garage	Wheathampstead Parish Council	Unsuccessful 06.03.14	The property is a business offering a service which is not a community business – not everyone in the community needing to use or being able to afford the services of a vehicle workshop or vehicle sales forecourt. This property is not considered to currently further community purposes or to have any realistic prospect of furthering community purposes in the future as the property is subject to a business tenancy and has been used for similar business purposes for many years.
13-11	Aggregate site, former station sidings	Wheathampstead Parish Council	Unsuccessful 06.03.14	The land belonging to the County Council is gated with the only access being through a small gap which is over grown. There is no evidence of community use. The other parcel of land is fenced off and used by a tenant for grazing sheep and goats. The community at large cannot access the land or benefit from it. It is difficult therefore to see how it can further social interests or social wellbeing.
13-13	Fire Station	Wheathampstead Parish Council	Unsuccessful 15.5.14	The main purpose of the building is for storage of the fire engine and for use by the retained firemen not as a publicly available asset. One room within the building is used about once every 3 months for Neighbourhood Watch meetings with the Community.

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Ref	Asset name	Nominated by	PH Approval & Date of Final Decision	Reasons for decision
13-22	The Beacon	Verulam Residents Association	Unsuccessful 15.5.14	The primary purpose of the asset is residential care for people recovering from mental illness. The community facilities within the building are for the use of residents.
13-26	Marian Hall	Friends of Marian Hall	Unsuccessful 15.5.14	The area proposed for listing is largely residential in nature for the benefit of the sisters who lived there. Only a relatively small part of the property was given over to occasional community use. It is not therefore considered that this property meets the criteria.

The successful and unsuccessful lists on the website have been updated accordingly. They can be found [here](#).